

Keep your words



Verba Performance and Quality Management is a state-of-the-art agent monitoring, evaluation, scoring and reporting solution for contact centers. Built on the top of the powerful **Verba Recording System** framework, contact center organizations can develop quality assurance and increase productivity to enhance their business.

Increase customer satisfaction and improve agent performance

Organizations from all around world are seeking to improve their business through increasing customer satisfaction and agent performance in their contact centers. Verba Performance and Quality Management system helps to:

- Ensure that defined quality standards for each interaction are met
- Measure and evaluate agent performance
- Evaluate level of customer satisfaction
- Identify customer needs and expectations
- Identify training needs for individual agents

Developing a quality assurance and evaluation program in the contact center can also provide other information exploited from interactions: customer handling skills, sales abilities and techniques, product and service knowledge, technical knowledge, intonation, escalation procedures and adherence to policies and rules.

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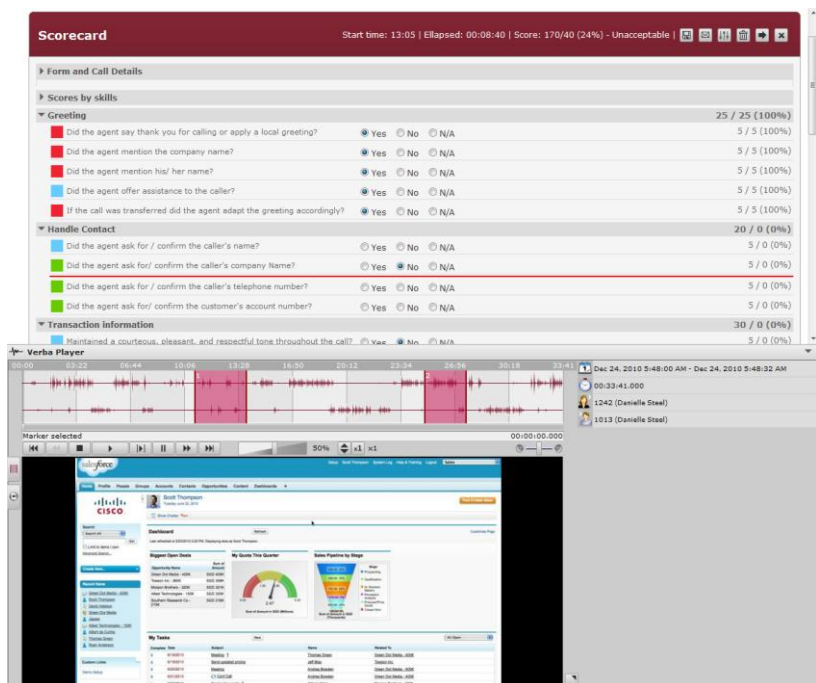
Agent evaluation and scoring

Easy-to-use evaluation forms

- Intuitive, user friendly, web based interface with drag & drop features
- Entirely integrated into the Verba Recording System framework
- Multiple question types with appearance control (radio, listbox, etc.)
- Weighting (sections, questions)
- Skill assignment feature for questions to provide an additional layer of evaluation
- Form auto fail options for each question
- Default value settings
- 30+ configurable form and call detail fields displayed on the scorecard

Flexible selection of interactions for evaluation and scoring

- Project based framework
- Option for group/agent based call selection
- Mathematically and statistically correct random selection
- Configurable access control for supervisors
- Score classification settings
- Interactions for scoring are automatically presented for the supervisors in the project
- Integrated Verba Player with all the features including enhanced playback controls, markers, etc.
- Support for sharing and discussing scorecard information with agents
- Supervisor calibration



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Silent monitoring

Silent monitoring for contact centers

Verba Recording System provides silent monitoring capabilities seamlessly for contact center supervisors or for other administrators. Depending on the privilege settings, users can list the ongoing calls and activate the silent monitoring function, directly from the web based user interface.

Low latency monitoring

The silent monitoring feature is available as a standard, built-in function on all types of recording platforms. It does not require any special devices, licenses or additional resources from the communication platform, because it is 100% based on our recording technology. The advanced monitoring architectures provide a robust solution with extremely low latency during the monitoring.

Screen capturing

Screen capture for quality management

Verba Screen Capture module is an optional building block of the Verba Performance and Quality Management system. Contact center supervisors, managers are now able to monitor and evaluate agent performance by recording the content of the agents' computer desktop screen during the calls.

Lightweight and centrally managed capturing agent

The lightweight screen capture agent module is installed on the agent computer and it automatically records the screen activity during the agent's calls. The recorded screen capture video files are automatically uploaded to the Verba Media Repository server, where the files are merged with the audio counterparts, providing a single, synchronized media file for playback. The upload process is configurable and it supports scheduling. As all other system components, these screen capture modules are also configured and managed centrally. Administrators can simply apply common settings for all agent computers by a single mouse click, through a configuration profile on the web based management interface.

Flexible API

Payment Card Industry Data Security Standard (PCI DSS) or other policies require controlling the screen capturing by pausing and resuming the process when certain conditions are met, e.g. card holder PIN code is entered by the agent on the screen. In order to comply with these requirements, Verba Screen Capturing module has a powerful, standard based Application Programming Interface (API).

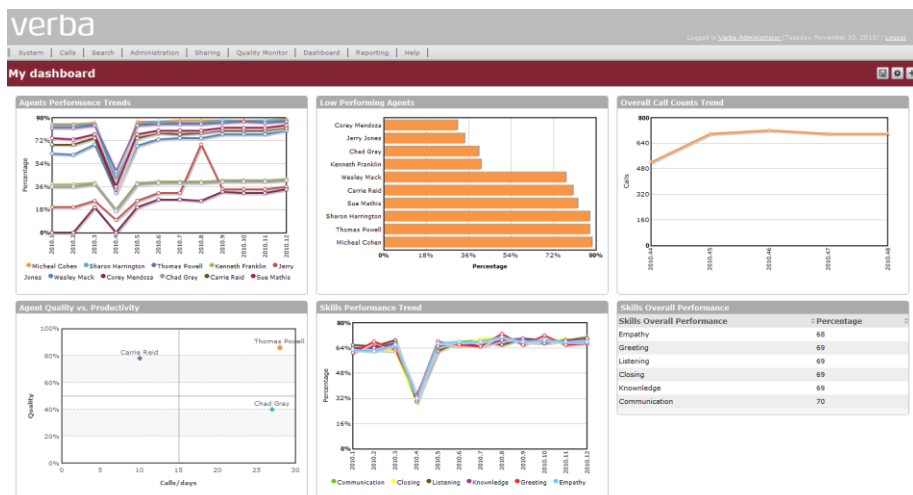
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Dashboard

Visualized performance metrics

The Verba Recording System and the Verba Performance and Quality Management solution dashboards provide an at a glance view of agent performance and other various metrics of the recording system for many individuals in an organization. They give companies a factual and timely window into performance, they help them identify anomalies that could turn into significant business issues, and provide an entry point for digging deeper into root causes.

- Stunning, personalized information at your fingertips
- Personalized dashboards
- Visually compelling information widgets
- 20+ built-in widget types (Call Activity, Quality Management)
- Flexible date and time interval configuration with absolute and relative options
- Detailed filtering on various fields
- Chart and table display options
- Configurable widget layouts
- Open widget API (you can develop your own widget)



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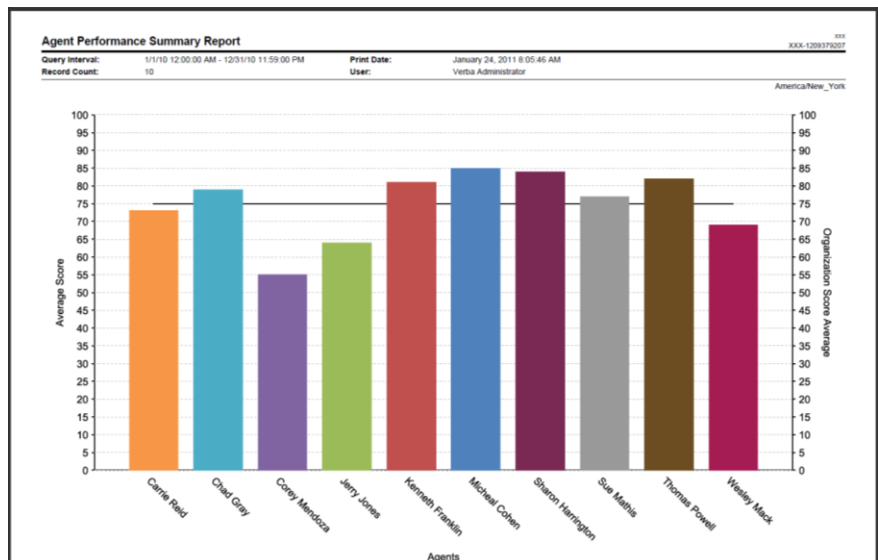
Reporting

Enterprise grade reporting solution

The Verba Recording System and the Verba Performance and Quality Management solution include a powerful reporting solution enabling business decision makers, supervisor and IT department members to gain insight into the various metrics of the contact center operation. The easy-to-use and flexible reporting module allows creating visually compelling, standard format reports right at your fingertips. The 100% web-based user interface is accessible directly from the Verba Recording System framework at any and from any location without the need of installing client applications. Reports can be generated in an ad-hoc or scheduled way to increase productivity and reduce waiting time.

Open, flexible and feature-rich reporting server

- Enterprise grade reporting server based on JasperSoft Business Intelligence (BI) suite
- 30+ built-in report templates (Call Activity, Quality Management, System)
- Ad-hoc, scheduled and periodic report creation options
- Flexible date and time interval configuration with absolute and relative options
- Detailed filtering options
- Several output formats: PDF, XLS, XLSX, DOCX, RTF, XML, etc.
- Ability to save report templates for future use
- Open API and tools for designing your own report templates



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About Verba Technologies

Verba Technologies is a leading provider of call recording and quality management solutions for unified communications and contact center platforms. A state-of-the-art call recording solution, the Verba Recording System supports voice, video and telepresence devices. Founded by industry veterans from the call recording, unified communications, contact centers and software development fields with over 60 years of combined experience, Verba takes an innovative approach to call recording by offering a product with more features, better technology and a lower price point.

Contact us to learn more about how the Verba recording solution can help you enhance your business to gain a competitive edge: www.verba.com

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